

## SECTION C Descriptions and Specifications

### C.1 BACKGROUND

The Navy Lessons Learned System is the Navy's process for the collection and dissemination of all significant Lessons Learned (LL), Summary Reports, and Port Visit Reports (PVR) from maritime operations. The overall purpose of the system is to provide the Navy with an efficient means of identifying tactical and system deficiencies, tracking the resolution of these deficiencies, and propagating proven solutions to the fleet. Thus, a commander who encounters a problem during an operation can search the database to determine if it has happened in the past and how it was resolved. Perhaps the most important benefit of the system is the opportunity to learn lessons once.

This feedback includes lessons that identify problem areas, issues, or requirements, and, if known, suggested corrections to those deficiencies. Lessons may contain pertinent information concerning doctrine, tactics, techniques, procedures (TTP), and systems, or comment on a general document or process. Lessons may address the creation, update, or cancellation of existing doctrine, policy, organization, training, education, equipment or systems. Imbedded within NLLS is the Remedial Action Program (RAP). The RAP process in each theater identifies and tracks actions to correct deficiencies or shortcomings in existing doctrine, TTP, policy, organization, training, education, equipment or systems. NWDC posts the status of theater RAP actions on the NWDC SIPRNET and NLL CD-ROM set. NLLS utilizes the Universal Naval Task List (UNTL) to flag all validated lessons learned with the corresponding task(s). Currently, the NLLS enables users to submit comments on any report in the database. Comments are posted on the report for others to view, thus prompting further responses. One of the goals of the NLLS is to modify the comment capability as necessary, in order to facilitate the exchange of knowledge and experience between Fleet users, and to make the NLLS a true knowledge portal.

Recent military actions in the Persian Gulf, Bosnia, Somalia, etc. have reinforced the requirement for a standard Navy-wide system to collect and disseminate lessons learned. The scaling down of the Navy, as well as an increased emphasis on training, has also highlighted the need for readily accessible lessons learned data.

As a result of specific CNO direction and Fleet interest, the NLLS was developed. The Navy Warfare Development Command (NWDC), as the program manager for the NLLS, has the role of organizing the effort and obtaining the support required to continue to develop, and support the system. The system that emerged was designed around existing commercial software, which is compatible with standard personal computers in use by Fleet commands.

Key to the NLLS process is the idea that the Fleet approves and validates lessons learned prior to database insertion, thereby controlling the quality and validity of the database. To accomplish this, designated Fleet Management Sites were initially established at 15 locations (i.e. FLTCINCs, numbered Fleet Commanders and Centers of Excellence). It was subsequently decided that all inputs should filter through the 4 FLTCINCs (i.e. CINCLANTFLT, CINCPACFLT, CINCUSNAVEUR and COMUSNAVCENT) or their representatives.

Contractor analytical and technical support must be provided on-site at these, and other sites as required. This support requires Navy experience/expertise and analytical services for NLLS management as well as other related projects. In addition to the contractor support required at Fleet Management Sites, contractor support is also required at the Navy Warfare Development Command, Newport RI, which serves as the Central Collection and Distribution Site for the NLLS, the Navy Warfare Electronic Library (NWEL), and other significant projects.

Generally, the contractor support work required at NWDC is to:

- consolidate Lessons Learned and other tactical information submitted by the Fleet
- provide quality control/assurance of the Navy Lessons Learned Database (NLLDB)
- provide quality control/assurance for other products as defined by the COR
- prepare new releases of the NLLDB and other products as required
- distribute the new/revised products to the Fleet and other commands

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- provide systems development/programming support on-site at NWDC
- provide quality control/assurance for the NLLS SIPR and NIPRNET web sites

Contractor personnel will provide training to any Navy command that desires it.. This has been recently accomplished by providing training availabilities to various commands in Navy concentration areas. Development of an on-line computer based training methodology is a near term goal.

### **C.1.1 NLLS**

The current Navy Lessons Learned System allows Fleet users to create, manage and retrieve a variety of lessons learned reports which are compatible with the Joint Lessons Learned System. Additionally, the NLLS includes the Remedial Action Program, which is a identification/tracking function used to establish and monitor actions taken to resolve priority lessons learned.

One of the objectives of the NLLS is to cause the Navy to generate fewer lessons by providing Fleet wide access to a proactive system for the accomplishment of corrective actions and sharing of knowledge and experience. Therefore, the contractor needs to focus their efforts to actively support this objective, vice just collecting data.

The Navy Lessons Learned System operates on a standard IBM compatible PC equipped with off-the-shelf hardware, e.g. hard-drive, CD-ROM drive, web browser, etc. The primary software was developed in Oracle, SQLFORMS, C, C++ and Clipper.

There are four major parts to the NLLS organization: Input Sites and Retrieval sites, Fleet Management Sites (FMS), and a Central site (NWDC). Fleet units are both Input and Retrieval Sites. They are provided with software and training, if required, to create new lessons learned for submission to the Fleet Management Sites (FMS). The FMS coordinate approval and validation, by the respective Navy staff, and perform final formatting before the lessons are sent to the Central Collection and Distribution Site for incorporation into the NLLDB.

A Message Text Format (MTF) interface is included with the lessons learned generation software to facilitate a quick turn-around time, via regular message traffic, on submitted lessons learned. Additionally there is an on-line submission format. The Central Site provides Fleet units with a pre-created read-only, data base and retrieval software, on a quarterly basis.

The contractor supported Fleet Management Sites use a software system that permits input, update and data standardization of lessons learned through a forms-type screen entry. This software was developed using a software package called ORACLE (trademark) and is readily available on the commercial market. A Fleet Management Site also has Input/Retrieval Site capabilities.

### **C.2 SCOPE OF WORK**

The nature of the work to be performed under this Indefinite Quantity/Time and Material (IQ/T&M) type contract is technical and analytical support for the Navy Lessons Learned System. Under the technical direction of the Navy Warfare Development Command, the Contractor shall provide on-site support at designated FMS, at NWDC, at temporarily established management sites (in support of a Fleet Battle Experiment (FBE), etc.), or at a Contractor operated facility, as specified in delivery orders. The Contractor shall provide both an online, web based knowledge portal, and an offline system. Both systems shall provide the ability for Fleet users to seamlessly use the NLLS as

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a means to report observations, deficiencies and other items of interest related to fleet operations, exercises, and experimentation, and to retrieve and conduct trend analysis of NLLDB data and related data from a network of related knowledge portals. Also, the Contractor shall provide the ability for Fleet users to comment, and exchange ideas, on all items in the NLLDB. Additionally, the Contractor shall provide:

- Naval analytical/technical support for NLLS, to include experimentation
- NLLS maintenance, updating and distribution
- software development/distribution
- software revision and testing
- documentation/training materials associated with the system
- program administrative support
- periodic status reporting
- quality control and assurance
- administrative oversight for the Remedial Action Program.
- fleet liaison and training
- hardware/software functionality current with industry standards, to include incorporating the latest in industry standards and practices in the areas of Knowledge Management, Knowledge Portals and Graphic User Interface.
- web based, and offline, information dissemination and retrieval capability current with the latest industry methodology and practices

Note: The contractor shall ensure that all products (to include software) are the property of the U.S. Navy, that products are Fleet user oriented/intuitive, meet DON CIO and IT-21 standards (at a minimum), and are upgradeable.

The Contractor shall perform individual tasks in accordance with the general requirements for each of the major tasking areas described in Sections C.2 and C.3 hereto. These taskings are not all inclusive, as specific tasking will be delineated in the applicable delivery order statement of work. It should be emphasized the NLLS is in a developing state and will require periodic review and adjustment of the various elements, labor and software development for example, in order to maintain the degree of efficiency and flexibility desired by the Navy.

### **C.2.1 General Personnel and Corporate Resources**

The Contractor must possess the capability to provide personnel, corporate, and material resources sufficient to staff sites and conduct related NLLS and other significant functions, including:

- (1) Professional personnel with:
  - extensive and detailed knowledge of Naval operations capable of analyzing Naval operations/tactics
  - ability to develop/update NLLS program software
  - the capability of being positioned at each FMS and at the Central Collection and Distribution Site (NWDC)
  - the knowledge and capabilities for designing, developing and updating web based programs/software and knowledge portals
- (2) Project management personnel capable of organizing and directing complex projects.

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(3) The ability to upgrade the NLLS in order to incorporate the latest industry standards and practices in the areas of Knowledge Portals, Knowledge Management and Graphic User Interface.

(4) A corporate structure and facilities capable of providing required material and administrative support.

### **C.2.2 Program Management**

The Contractor shall assist in planning, managing and supervising the overall operation of the NLLS, and other significant systems, in accordance with assigned taskings. The Contractor shall also manage the software development and modification effort to ensure that objectives established by NWDC are met in priority order, that all products are fully documented, tested, integrated, of high quality, compatible with the Joint Lessons Learned System and distributed to the Fleet in a timely manner. The Contractor shall provide NLLS program management functions as specified by delivery order and/or requested by the designated NWDC COR. The

Contractor shall provide both an online, web based knowledge portal, and an offline system, which provide the ability for Fleet users to seamlessly use the NLLS as a means to report observations, deficiencies and other items of interest related to fleet operations, exercises, and experimentation, and to retrieve and conduct trend analysis of NLLDB data and related data from a network of related knowledge portals. These also include, but are not limited to, Fleet Battle Experiments, Limited Objective Experiments/Exercises, Wargaming and Modeling and Simulations. The Contractor shall ensure that experiment lessons learned submissions are immediately routed to the pertinent experiment data collection point at the same time they are submitted up the chain of command for validation/processing. The Contractor shall maintain the ability to separate the experimentation lessons learned from the main database and provide for controlled/limited access, as required.

#### **C.2.2.1 Long Range Planning**

The Contractor shall perform research and prepare recommendations to support long range project planning for the NLLS and other significant projects. Recommended changes to program procedure methodology, structure, hardware, software or labor shall be submitted to the NWDC COR. The NWDC COR will then consider the recommendations for incorporation into the NLLS or other projects Long Range Plans. The Contractor shall also prepare planning documents and or procedural instructions (e.g. NLLS Site Operator's Guide, NLLS User's Guide, etc.), as required. Documents prepared under this function shall be in accordance with paragraph C.11.1, Data Requirement AOO1.

#### **C.2.2.2 NAVY LL Program Management Meetings**

The Contractor shall conduct and/or attend project management meetings as tasked by the COR. Preparation of agenda and minutes, or summaries may be required. All such documents shall be submitted and approved by the NWDC COR prior to distribution. Documents prepared under this function shall be in accordance with paragraph C.11.2, Data Requirement AOO2. The following are examples of meetings that may require support/coordination:

- FBE LL planning and development meetings
- software configuration/modification meetings
- NLLS Executive Steering Committee Meetings. These meetings are used to evaluate program objectives and to coordinate system software and hardware configuration development efforts.

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- NLLS Program Reviews to discuss status of NLLS ongoing or future problem areas and long range planning
- working meetings as necessary.

### **C.2.3 Change Recommendation Process and Management**

The Contractor shall correct system anomalies reported by NLLS users and implement enhancements and development efforts suggested by the Fleet users and the NWDC Program Manager as approved/tasked by NWDC. The Contractor shall provide the ability for Fleet users to provide online or offline comments, queries or issues regarding the NLLS directly to the Central Management Site. The Contractor shall review Fleet submitted comments/queries/issues when received, recommend a task priority and provide an estimate of resources required to complete each task. The results of this review and estimation process shall be presented for NWDC review and approval. NLLS deficiencies that directly impair system operation shall take precedence over those that would be considered a program enhancement per NWDC direction and approval. In accordance with paragraph C.11.3, Data Requirement A003, the Contractor shall provide to NWDC a quarterly report on recommended software changes, prioritization, and estimated labor requirements. In addition, in accordance with paragraph C.11.4, Data Requirement A004, the Contractor shall maintain a current and proposed Trouble/Change Recommendation data base which will serve to document changes made, or to be made, to the system. This database will be cumulative to show an accurate audit trail of proposed and incorporated changes.

### **C.2.4 System and Documentation/Training Material Releases**

The NLLS has been, and will continue to be, a dynamic program, leveraging the latest technological innovations with the needs of the Fleet being foremost in determining system design and operation. Ensuring that the system incorporates technological hardware and software advances, the Contractor shall maintain both web based, and offline, software functionality current with the latest industry standards and practices, ensuring the product is Fleet user oriented/intuitive, meets DON CIO and IT-21 standards (at a minimum), and is upgradeable. The Contractor shall ensure that the latest in Knowledge Management practices are incorporated into the NLLS. The Contractor will continuously monitor the effectiveness of the NLLS to ensure that it serves program objectives, recommending changes and upgrades as required. When required, and approved by NWDC, system maintenance, development or upgrade shall be conducted to improve system operation. The contractor shall ensure that all software and software upgrades associated with the system are available to all Fleet users for upload both online and offline and that all software is the property of the U.S. Navy. All system maintenance, development or upgrades shall be approved by NWDC before the Contractor undertakes such effort. User's documentation/training materials shall also be maintained, developed or upgraded to parallel the system effort. The user's documentation/training materials will be written in a format that supports both electronic (on-line format) and printed media, that supports the novice NLLS user. Documentation/training materials shall be thorough in its content, clear in its presentation and specific in listing or stating all procedures required to successfully operate the system. Documentation style and format shall be consistent with NWDC guidance and Navy standards. Documentation/training materials shall be made available to the Fleet user both in an interactive online method and through electronic and/or printed media. The Contractor shall perform all functions necessary to prepare the final camera-ready copy of the documentation. The camera-ready copy shall be submitted to NWDC for review (in both hardcopy and magnetic media) prior to final delivery. New software or upgrades and associated documentation will under-go testing by the Contractor prior to fleet distribution. The contractor shall accomplish distribution of the NLLS to appropriate Fleet users after testing has been satisfactorily completed. All documentation performed will be in accordance with paragraph C.11.5, Data Requirement A005.

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### **C.2.5 NLLS and other systems update**

The Contractor shall routinely maintain/update the master system to include both the on-line database and the offline (releasable) database. The Contractor shall routinely maintain/update and duplicate the master system database for subsequent distribution to all users of the system. The frequency of update shall depend on the number of lessons learned received by the Central Collection and Distribution Site from the FMS but is envisioned as at least quarterly. The Contractor will merge incoming information into the master system and produce NLLS and other system releases for distribution. Included in each release will be a report summarizing the changes or revisions to that release. This shall include, but not be limited to, the number of new items in the release, number of items in the basic warfare areas, items resulting from a major exercise or contingency operation, revised system procedures/instructions and other items of special interest. This report shall be prepared by the Contractor and approved by the NWDC COR for release. Reproduction and distribution of certain types of releases, along with associated documentation, will be performed in accordance with paragraph C.11.6, Data Requirement A006.

### **C.2.6 Quality Assurance/Control**

Quality assurance/control of the entire system, both online and offline, including new releases, software and documentation, is of primary concern to ensure the accuracy and integrity of the system is not compromised. The Contractor shall establish and maintain a Quality Assurance/Control program to ensure that developmental, as well as update efforts, are conducted in a manner consistent with delivering high quality products. Testing of the system and documentation prior to distribution is considered an essential part of the overall Quality Assurance/Control approach. Documentation of software and required hardware modifications will be in keeping with latest industry standards and practices. All documentation performed will be in accordance with paragraph C.11.5, Data Requirement A005.

### **C.2.7 Deliverables**

Each delivery order will contain a specific Statement of Work (SOW) that defines the project scope and provides details on specific tasking requirements and deliverables required in accordance with the data requirements as described in paragraph C.11. Other deliverables that have not been stated may be required as a result of additional taskings. The delivery order will state the tasking and deliverable, the delivery date(s), quantity and distribution.

## **C.3 TASKING**

### **C.3.1 Central Collection and Distribution Site**

The Contractor shall provide qualified Senior Data Analyst(s) and/or Computer Programmer/Web Developer(s), with the requisite security clearance, to perform taskings associated with the NLLS and other tactically significant projects. These personnel will, in most circumstances, work on-site at the Government facility (NWDC) (space permitting), or at the Contractors facility as directed by the COR.

The number of analysts required to perform this function may change as the NLLS system matures, other sites come on-line, and other tactically significant systems come on-line. The primary function of the analyst(s) and programmer(s) is to maintain/update the master system and web site/knowledge portal, perform quality control/assurance on the system(s) and their contents, manage contract resources, and prepare/distribute new releases. Production of an update summary report to be distributed concurrently with the new releases and a report

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that denotes number of website “hits” and other pertinent web site tracking information as may be determined by the NWDC COR, is also a function of the analyst(s) at the Central Collection and Distribution Site. Additionally, the analyst(s) and programmer(s) will serve as the lessons learned coordinator for developing or inserting selected lessons learned produced by wargaming, Fleet Battle Experiments and other tactical information into the system(s), as required, upon approval by the COR. The analyst(s) will perform trend analysis and assist in tracking action items, as required. The contractor shall ensure that the submission/validation process identifies and links UNTLS/UJTLS associated with each report and provide the ability for Fleet users to seamlessly view the associated UNTLS/UJTLS. Providing system demonstrations and periodic system training to new site participants are also functions the analyst(s) may be expected to perform. The Contractor shall produce system releases for CD-ROM (or other media) in accordance with paragraph C.11.6, Data Requirement A006.

### **C.3.2 Fleet Management Site**

The Contractor shall provide qualified Senior Data Analysts, with the requisite security clearance, to perform taskings associated with Fleet Management Sites. Currently, there are five Fleet Management Sites at: CINCLANTFLT in Norfolk VA, CINCPACFLT in San Diego CA and Yokosuka Japan, CINCUSNAVEUR in Gaeta Italy, and at COMUSNAVCENT in Bahrain. Both the number and location of FMS, as well as the number of analysts at each site, could change as the NLLS and other significant systems mature. The primary function of the analysts at these sites is to receive inputs from Fleet users, interface with their Navy staff counterparts to validate/approve the data, formulate inputs as required, and submit input packages to the Central Collection and Distribution Site for subsequent merging into the master system. The analyst at each site will conduct liaison/interface directly with various commands and activities in carrying out taskings. The Contractor shall provide an Input package in accordance with paragraph C.11.7 Data Requirement A007. Lessons learned analysis reports or other reports related to the effort will be in accordance with paragraph C.11.8, Data Requirement A008. Taskings will include, but not be limited to, the following:

- Review lessons learned, Fleet Battle Experiment reports, exercise reports, operational sitreps and other materials as provided, to include supporting documentation in any electronic format, in order to extract, condense and summarize operational and tactical issues and procedures to formulate system entries.
- Format and load inputs into the appropriate system.
- Combine new and revised entries for submission to Central Collection and Distribution Site for inclusion in future releases.
- Review all entries for correctness, continued applicability, and trend analysis as required.
- Provide system training, as required, to Fleet units/users.
- Provide system demonstrations or training to Fleet units and/or users.
- Provide the Fleet, upon request, with hard copy data file extracts, trend analysis and other related reports on the system(s).
- Assist with the administration of the theater Remedial Action Program, as required.
- Attend working and planning meetings as required by the COR to support NLLS and other programs.

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### **C.3.3 Archives Review and Input**

The Contractor shall provide personnel, as tasked, to search, review, catalog, and format inputs derived from tactical document libraries/archives such as the Navy Warfare Electronic Library (NWEL) and other places where such documents are routinely sent for safekeeping and/or fleet access. This task is not envisioned to be continuous in nature, but one that will permit the flexibility to retrieve and input items that have resulted from past events/exercises/experiments/combat actions, etc., and are considered relevant for insertion. It is also envisioned that the contractor will be available to provide database searches on an as required basis to support FBE's, Doctrine development and TAC D&E project development. The Contractor shall ensure the system provides the capability for Fleet users to conduct data and trend analysis of the NLL database and related, networked databases, based on parameters specified by the user. The Contractor shall provide the capability for the Fleet user to retrieve/access data related to specific reports, or groups of reports, from a wide variety of web-based knowledge portals. The data retrieved shall be based on parameters specified by the user. The Contractor shall provide the capability for the Fleet user to conduct online searches, based on user determined search parameters, of combined service lessons learned, other related databases and knowledge portals. The Contractor shall produce data releases for CD-ROM (or other media) in accordance with paragraph C.11.8, Data Requirement A008.

### **C.3.4 System Training**

The Contractor shall provide system training to Fleet users upon request, and upon approval by the COR. This system training may be conducted at the Fleet Management Site, the Fleet unit site, or at the contractor facility. An analyst(s) thoroughly versed in the NLLS or appropriate system, will, as required, provide periodic refresher training to Fleet units. Another function of the analyst(s) is to provide advice and troubleshooting guidance to Fleet users and to ensure that system training and exposure is incorporated into standard Navy Training Courses throughout the Fleet. Additionally, working with the NWDC PAO, the Contractor shall provide articles and other types of public affairs items related to the NLLS for inclusion in the widest variety possible of U.S. Navy professional publications, magazines and newsletters, in either online, electronic or printed media.

### **C.3.5 Long Range Planning/Program Guidance**

The Contractor shall research, prepare and deliver a long-range plan to the Program Manager annually, or as requested by the COR. The plan shall be based on current and future program requirements.

The plan will, at a minimum, address software and hardware improvement plans, FBE/experimentation support plans and new technologies to support projected future requirements. Close coordination with Navy program managers and the COR is required to develop a meaningful plan that reflects Fleet feedback and the incorporation of innovative technologies and methods. Documents shall be prepared in accordance with paragraph C.11.1, Data Requirement A001.

### **C.3.6 Progress Reports**

The Contractor shall prepare monthly progress reports, submitted to NWDC COR, Contracting Officer and others specified in paragraph C.11.9, Data Requirement A009. Content and format shall be in accordance with the Progress Report Format, see Attachment J.2.



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### **C.3.7 Skill Maintenance**

The Contractor shall maintain the skill level of all key personnel assigned to the NLLS and other significant programs. Key personnel shall be provided appropriate training in the use of required system(s). Key personnel assigned to system development must be skilled in PC and Web based software/system development and must be provided training in the use of new development system software per the latest industry standards and practices.

### **C.3.8 Master Software, Hardware and Documentation**

The Contractor shall organize and maintain inventory/control of all master software, procedure files, system hardware, instructions and documentation. A copy of all software/documentation in both hardcopy and on magnetic media shall be provided to the COR. In addition, a duplicate inventory shall be maintained at the Contractor's facility. The inventory shall be such that at least the previous two (2) system updates/releases may be reproduced from masters in storage exactly as originally released. The contractor shall provide the ability for the Fleet user to submit any supporting documentation, in any electronic media, associated with a NLL report for inclusion in the database and to intuitively retrieve/access all supporting documents related to a report in the database and other related, networked databases.

### **C.3.9 System Analysis, Software Design, and Programming Support**

The Contractor shall perform system analysis software design and programming support for the maintenance, enhancement and development of the system software. The contractor shall be prepared to recommend and provide modifications to the standard NLL software to support Fleet requirements, to include FBE's and other tactically significant programs. The Contractor shall provide both an on-line and off-line user-friendly/intuitive software capability that enables Fleet users to create, submit, forward, download and upload NLL reports and supporting documentation in a seamless manner (i.e., user does not have to import/export/convert the report in order to save, edit and/or forward/submit). The Contractor shall provide the capability for the user to easily retrieve data from the NLL and related databases/knowledge portals based on content and context in addition to the word search capability. This System Analysis, Software Design, and Programming Support effort shall include the testing of the software and the training of Contractor personnel and others, as appropriate. Contractor personnel will continuously monitor the effectiveness of the software program, and when required, carry out actions to upgrade or completely revise program software and associated user's documentation. All software development or upgrades shall be approved by the NWDC COR before the Contractor undertakes such effort. The contractor shall provide the capability to conduct comprehensive website statistical and trend analysis for both NLL submissions and data access/retrieval to include, but is not limited to, the ability to ascertain which specific reports were accessed by specific units and the number of reports submitted by/to all management sites during any given period.

### **C.3.10 Fleet Liaison**

Contractor personnel shall be required to liaison with various commands and activities, to include NWDC, both on-site and off-site while performing systems related tasks. The ability of the personnel to successfully interact with Fleet representatives, contribute to NLLS and other systems related discussions, is essential to optimize system operation and foster a positive Fleet impression towards the system. The system relies on Fleet input, which will be largely influenced by the Fleet's perception and enthusiasm for the NLLS, or other related systems, capability. The contractor shall proactively ensure that there is an electronic link to the NLL website on every Navy and Marine Corps website on the NIPR/SIPRNET. All Contractor visit requests shall be submitted to, and signed by, the COR.

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### **C.3.11 NLLS and other System Product Distribution**

The Contractor shall coordinate the distribution of new releases, software, user documentation, hardware, spare parts, consumable supplies and other materials as called for, to appropriate Fleet sites as required, subject to COR approval. Contractor shall provide, as required, an appropriate web based distribution method. The Contractor shall provide the capability for Fleet users, Centers of Excellence and other qualified subject matter experts to provide real-time comments and conduct discussions on all individual NLLS items, to include all reports and RAP items. The Contractor shall provide the capability for the user to easily retrieve NLL reports that apply to the distinct levels of warfare to include the National, Strategic, Operational and Tactical levels.

### **C.3.12 Administrative and General Support**

Contractor personnel shall provide administrative support to carry out system related functions. This support consists of, but is not limited to, document preparation, arranging meetings, Contractor travel, security, correspondence/software courier, mailing or shipping, editing, and various media reproduction.

### **C.3.13 GFE Inventory**

The Contractor shall maintain inventory of all Government Furnished Equipment and submit inventory reports as requested by the COR. The Contractor shall take appropriate measures to ensure the security and safe operation of all GFE.

Upon completion of a specific tasking (requiring a GFE) or at the termination of this contract, the Contractor shall return all GFE to the Government. The inventory shall be performed in accordance with paragraph C.11.10, Data Requirement A010.

### **C.3.14 Program Guidelines/Instructions**

The Contractor shall prepare, as directed by the COR, other program documents, procedural guides or instructions to support program operation. Documents prepared under this tasking shall be submitted in accordance with paragraph C.11.11, Data Requirement A011.

## **C.4 MANPOWER REQUIREMENTS**

It is anticipated that Key Personnel will be required to perform the tasking herein with the following qualifications. The stated qualifications are the minimum required to be considered for contract award.

### **C.4.1 Project Manager (Key Personnel)**

A core person stationed at or near NWDC. The Project Manager shall function as the Contractor's single point of contact for all contractual, administrative and personnel related aspects of this contract. The Project Manager shall have a professional background and experience in planning, supervising and managing systems development. The project manager shall have at least a bachelor's degree and hold the requisite security clearance. Background, experience and knowledge that relate to the conduct of Naval operations along with a familiarity with Naval post operational/lessons learned reports are highly desirable.

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The person proposed for this position shall have demonstrated experience in project management, systems development and maintenance. Experience in the management of a mid-sized, complex and dynamic information system is also desirable. The Project Manager shall be at a minimum familiar with and have operated the commercial software programs known as MS DOS and MS Office (Trademark of Microsoft) ORACLE (Trade-mark of Oracle Corp.) and other software compatible with IT-21 standards. Demonstrated experience in the operation of an equivalent relational data base software system will receive appropriate consideration. The person shall be able to provide current, fully burdened expenditure rate data for all work, including subcontractors and consultants, as required by NWDC COR.

The Project Manager shall have a professional background and experience in planning, supervising and managing a professional staff engaged in the operation of a system similar to the Navy Lessons Learned System. His experience shall include work functioning as a manager with technical, budget and personnel responsibilities for a least three years. Experience and management ability is considered more important than advanced academic degrees.

### **C.4.2 Senior Data Analyst (Key Personnel)**

The Senior Data Analyst is the heart of the NLLS and other significant system(s). This person, whether assigned to perform work at the Central Collection and Distribution Site, or at one of the Fleet Management Sites, will be working independently, and yet very closely with the Fleet.

The person shall hold the requisite security clearance, and have as a minimum a bachelor's degree and experience in responsible work, which demonstrates abilities and aptitudes required to effectively carry out assigned tasks. The nature of the work and composition of the information being managed (e.g. contains lessons learned from various Naval warfare areas) requires the Senior Data Analyst to have Naval operational experience and broad scope knowledge and understanding of Naval operations to successfully perform associated taskings. Personnel need to be able to understand and correctly interpret discussions of operations in order to ensure correct coding of entries and to facilitate clarifications or elaboration of the write-ups with Fleet personnel. The Senior Data Analyst shall be capable of evaluating new information and performing updates to the existing information. Naval Staff exposure as well as a solid understanding of tactical operations, training and readiness is required. The Senior Data Analyst shall clearly possess the ability to organize work tasks, collect information, categorize information, track and obtain approval of information from Fleet representatives, conduct detailed analysis of submitted information, author related reports and interface directly and comfortably with senior Fleet representatives. The Senior Data Analyst shall be, at a minimum, familiar with and have operated the commercial software programs known as MS DOS and MS Office (Trademark of Microsoft) ORACLE (Trade-mark of Oracle Corp.) and other software compatible with IT-21 standards.

### **C.4.3 Computer Systems Programmer/Web Developer (Key Personnel)**

A core person(s) stationed at or near NWDC. Computer Systems Programmer/Web Developer shall have the requisite security clearance, and as a minimum, a bachelor's degree in computer science, and a professional working knowledge, background and experience in software and web related development and maintenance. The person shall be skilled on PC micro-computers and at a minimum be familiar with and have operated the commercial software programs known as MS DOS and MS Office (Trademark of Microsoft) ORACLE (Trade-mark of Oracle Corp.), web development software and other current off the shelf products that facilitate knowledge based management principles, and are compatible with IT-21 standards. The Computer System Analyst/Programmer shall demonstrate knowledge and experience in working with various computer programming languages, and be able to

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perform original software development programming and modify existing software routines, using web based principles and development standards. The Computer Systems Programmer/Web Developer shall be able to function as a "webmaster" for the NLL Knowledge Portal. This includes the ability to program in current web languages to include, but not limited to, SQL, JAVA, and HTML.

### **C.4.4 Document Specialist (Key Personnel)**

A core person(s) stationed at or near NWDC. Document Specialist shall hold the requisite clearance, and primarily support the documentation task area. This area includes documentation preparation, editing and reproduction support for taskings related to NLLS and other systems documentation. The Documentation Specialist shall write/develop new documentation and maintain existing documentation. The Documentation Specialist shall be able to type rapidly and accurately in accordance with standard commercial practice, and shall have editing skills including text organization, style editing, punctuation, grammar and spelling.

The Documentation Specialists shall be knowledgeable in use of current IT-21 standard editing and documentation software.

### **C.4.5 Support Staff (Key Personnel)**

Qualified personnel, with the requisite clearance, shall be available to support the operation of the NLLS system. Clerical, facility and personnel security, ADP security, and packaging/shipping are examples (not inclusive) of the type personnel required to support this contract. Clerical support shall be required to perform various tasks such as monthly status reports, routine correspondence, data base revision summaries and certain software documentation. Other personnel will be required to manage the preparation, handling and shipping of software and other materials to the various NLLS sites. Personnel experienced in contractor facility and personnel security matters and regulation is required. Knowledge of ADP security procedures, classified material packaging and experience in arranging shipments both commercially and via the military transportation system are required. Courier personnel with appropriate clearances and authority to carry classified material to and from NLLS sites are required.

## **C.5 TRAVEL COST ESTIMATES**

Travel will be required as necessary under individual delivery orders to carry out taskings interface with Naval commands and to attend NLLS and other project related meetings/conferences. Actual travel requirements will be specified in each delivery order, however, for pricing purposes, travel costs of \$45,000 per year are to be used for the base (two years) and three option years.

## **C.6 MATERIAL COST ESTIMATES**

Material costs will vary from delivery order to delivery order depending on system growth and the amount of development and documentation that results. The Government will provide most required hardware and software used by the Contractor. Supplies, postage, packaging, shipping and other program related items will be provided by the Contractor and billed to this contract as appropriate. The Contractor must obtain approval for all material purchases from the COR. Any purchases greater than \$2000 must be approved by the Contracting Officer in writing. For pricing purposes, material costs of \$35,000 per year are estimated.

## SECTION C Descriptions and Specifications (Cont'd.)

### **C.6.1 Contractor Acquired - Government Owned Material**

The Contractor may be required by the Government to acquire equipment and software in performance of this contract. Such equipment and software shall be "contractor acquired - government owned."

### **C.7 RELOCATION COST ESTIMATES**

Relocation costs are authorized only for those Senior Data Analysts positions located in Bahrain, Gaeta, IT, and Yokosuka, JA. Relocation costs shall be negotiated on an individual basis for any delivery order issued for Bahrain, Gaeta, or Yokosuka. For pricing purposes, relocation costs of \$90,000 is to be used for the base requirement, and each of the option year requirements are estimated.

### **C.8 PERIOD OF PERFORMANCE**

The period of performance for this contract consists of a base period (2 years) and three one year option periods. The Government reserves the right not to exercise successive option years and the Contractor agrees to provide the equivalent level of support during the option years as in the base period.

### **C.9 WORK AREAS**

**C.9.1** The Government will designate contractor work areas at FMS and/or at NWDC as required to perform taskings associated with this contract. The contractor shall maintain these areas in conformance with standard Navy regulations and procedures. The Government shall provide access to office materials, files, safes, and computers as required for the tasks to be performed under this contract.

**C.9.2** Long distance telephone service on government phones for the purpose of personal calls is not included as Government Furnished material, and is the financial responsibility of the contractor and cannot be charged against this contract. Contractors working at Government facilities will be provided telephones for the purpose of conducting business related to this contract.

### **C.10 SECURITY OF PERFORMANCE**

The Contractor will be provided classified storage when working at a Government facility. The Contractor shall have, or be able to obtain prior to beginning work, a SECRET facility clearance and a SECRET storage clearance at the Contractor's facility. Personnel working on this contract shall possess the appropriate DoD clearance as required for the delivery ordered tasking. Personnel working on or with the NLLS or source material shall require a final SECRET clearance. Because of the classified data involved in the Navy Lessons Learned System and therefore a requirement to safeguard such data, the Contractor and assigned personnel shall be knowledgeable of all applicable DOD/Navy/DIS security regulations, directives, guidelines and procedures.

SECTION C Descriptions and Specifications (Cont'd.)

**C.11 PERSONNEL TRAINING**

The Contractor is responsible for training personnel and maintaining their proficiency. Prior to beginning of performance of the tasks specified in this contract, the contractor shall train new personnel to be utilized in performance of the specified tasks. Any costs associated with training personnel shall be factored into the cost proposal. **All personnel associated with this contract are considered Key Personnel** and the contractor will submit resumes for all personnel for COR approval prior to billing to any contract labor category. The contractor must ensure that each person provided (by name) has been adequately trained and is competent to perform the tasks to which assigned.

**C.12 DELIVERABLES**

Each delivery order will contain a specific Statement of Work (SOW) which defines the project scope and provides details on specific tasking requirements and deliverables required in accordance with the data requirements as described in the following subparagraphs.

**C.12.1 DATA REQUIREMENT A001 LONG RANGE PLANNING DOCUMENTATION**

System long-range planning documentation is submitted annually, or as requested by the COR. The documents will project future system labor, travel, material, equipment, development and funding requirements, as well as plans for suggested upgrades and modifications to the system and overarching process.

**C.12.2 DATA REQUIREMENT A002 MEETING AGENDA/MINUTES**

Agenda and minutes of meetings are submitted as required to document issues, opinions/positions, actions and guidance regarding the program.

**C.12.3 DATA REQUIREMENT A003 SOFTWARE CHANGE RECOMMENDATIONS**

The Software Change Recommendation Report is submitted quarterly or as requested by the COR for subsequent discussion/deliberation. The report will contain both Contractor and Fleet change recommendations, an evaluation of each change recommendation, labor/cost estimates and change recommendation priority. It shall also contain plans for suggested upgrades and modifications to the system and overarching development and management process.

**C.12.4 DATA REQUIREMENT A004 TROUBLE/CHANGE RECOMMENDATION DATA BASE**

The Trouble/Change Recommendation Data Base will provide a means of recording submitted change recommendations or programmatic problem areas as well as a listing of what changes were made to software or user's documentation. The Contractor shall maintain this database, but shall make it immediately available to the COR upon request.

SECTION C Descriptions and Specifications (Cont'd.)

**C.12.5 DATA REQUIREMENT A005 NEW/REVISE SOFTWARE PROGRAM/  
DOCUMENTATION RELEASE**

New or revised software programs and user's documentation/training materials shall be produced and distributed as required, upon approval by the COR. At a minimum, this will be done quarterly. It will be provided both in hardcopy and electronic media. All source files, libraries, graphics, text and development files will be included.

**C.12.6 DATA REQUIREMENT A006 NEW SYSTEM RELEASES**

The Contractor shall produce an update to the NLLS and other tactically significant systems, in the appropriate media, at least every 90 days and distribute the update to all approved users. As part of this deliverable, the Contractor shall prepare and distribute a hardcopy/electronic media report summarizing the changes or revisions being made to the database.

The contractor shall regularly update the on-line database, envisioned at least on a weekly periodicity, with updated information. The contractor shall provide, on both electronic and printed media, a report that denotes number of website "hits" and other pertinent web site tracking information as defined by the COR.

**C.12.7 DATA REQUIREMENT A007 FLEET MANAGEMENT SITE INPUT PACKAGE**

Contractor personnel working at the Fleet Management Sites will produce an Input Package at least every 30 days and more frequently, if required by the COR, and submit to the Central Collection and Distribution Site.

**C.12.8 DATA REQUIREMENT A008 LESSONS LEARNED ANALYSIS AND DATA BASE  
RELATED REPORTS**

As required, the Contractor shall produce lessons learned analysis reports, trend analysis reports and other system-related reports to support OPNAV, NWDC or Fleet requirements. These reports will be on an "as occurring basis" with specific requirements and due dates established when the exact tasking becomes known.

**C.12.9 DATA REQUIREMENT A009 CONTRACTOR'S PROGRESS, STATUS AND  
MANAGEMENT REPORT**

The Contractor's Progress, Status and Management Report indicates the progress of work, status of the project and the assigned tasks, reports costs, and also inform of existing or potential problem areas. This report contains a separate status and financial part, and is submitted monthly to the COR. The Progress Report Format is provided, see Attachment J.2.

**C.12.10 DATA REQUIREMENT A010 GFE INVENTORY**

The Contractor shall provide the COR an inventory of Government Furnished Equipment at least every six months or more frequently if requested by the COR.

SECTION C Descriptions and Specifications (Cont'd.)

**C.12.11 DATA REQUIREMENT A011 PROGRAM GUIDELINES AND INSTRUCTIONS**

The Contractor shall provide, as directed by the COR, draft documents regarding the overall programmatic operation of the system. Documents prepared under paragraph C.3.14 tasking may include informal procedural guidelines or more formal documentation, which may become, after review and approval, Navy program instructions or directives.